

# MANUFACTURING EXTENSION PARTNERSHIP

## Success Stories from the Field

### Component Engineers Inc

#### Connecticut State Technology Extension Program

#### Component Engineers, Inc. Achieves ISO 13485 Certification

##### Client Profile:

Component Engineers, Inc., is a manufacturer of parts for the hardware, medical, gun, motorcycle, and electronic industries. Located in Wallingford, Connecticut, the family owned and operated company employs 85 people. Originally founded in New Britain, Connecticut, the tool and die shop moved to Wallingford in 1986 and has survived, grown, and thrived over the last ten years due to their forward-thinking management style, dedicated employees, and use of cutting edge technology.

##### Situation:

In 2002 Component Engineers met Ray Snyder, Senior Quality Systems Specialist with the Connecticut State Technology Extension Program (CONNSTEP), a NIST MEP network affiliate, while the company was in the process of trying to become ISO certified. Component Engineers had trouble for over 4 years with a different consultant company in achieving certification. Ray Snyder and his team were able to successfully guide Component Engineers through the ISO 9001:2000 certification process within 9 months. Years later Canada mandated that all manufacturers supplying parts to the medical field must become ISO 13485 registered. One of Component Engineers' largest customers is a Canadian company. Due to their previous experience, they called CONNSTEP to help with the registration.

##### Solution:

Component Engineers already had the ISO 9001:2000 quality base in place, and CONNSTEP Quality Specialists helped to incorporate the ISO 13485 requirements into their existing systems. A Gap analysis was done to find out what already conformed to the new standard and what would need to be created to meet the new requirements. CONNSTEP staff trained management on the new standard, helping them to understand the additional duties and responsibilities. Employee orientation was given to all employees to outline what will be required due to the new standard requirements. CONNSTEP helped them to create the required documentation for the registration. A flow chart was formed to show how the requirements of the standard would be incorporated into the manufacturing process. After the final requirements roll-out, Component Engineers hired CONNSTEP to perform their required internal auditing.

##### Results:

- \* Achieved ISO 13485 registration.
- \* Increased sales by 23 percent.
- \* Adjusted workforce to maximize results.
- \* Reduced scrap, re-work, and repair.
- \* Retained largest customers and sales.

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- \* Offered customers cost reductions.
- \* Saved on energy usage.

**Testimonial:**

"CONNSTEP has enabled my staff to focus on the paying jobs - keeping in time with trends and techniques that are not always achievable for companies struggling to compete in a global marketplace. CONNSTEP's professional staff, conscientious effort, and visible sense of urgency provides Component Engineers with invaluable tools to compete on a global scale. I strongly recommend any manufacturer to utilize CONNSTEP's services in order to compete on a global scale or succeed in the future."

Ronald Hansen Jr., , President